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Date: 3 December 2008

**Clarifications Note No. 1**

**Invitation to Bid – ITB 22/2008 SUPPLY OF AN IT HELP DESK SOFTWARE TOOL AND PROVISION OF ANCILLARY SERVICES TO THE OSCE**

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In accordance with paragraph 8.2 of the Instructions to Bidders, the OSCE would like to provide the following clarifications to the bidding documents:

**Question 1:** How many tickets per day, per week, month and per year are created in the current service desk? Out of this volume how many of them are critical, medium and low priorities?

**Answer 1:** About ~100 tickets in RT per month and 350 tickets in iSupport per month. This translates to the following annual numbers: 50 yellow and 30 red class (total service interruption); 9500 in green class (normal); and 2500 unclassified (low priority).

**Question 2:** What type of problems usually tickets contain? Give as many examples as you can which will help us to arrive at SOW

**Answer 2:** Anything from infrastructural issues, like server down to can't print due to toner empty. Also informational questions like how can I do this or where do I find that.

**Question 3:** Please provide the key objectives of the Integrations which are mentioned in the RFP like Novell Zen Works, Oracle Assets Module and Oracle EBS HR Module.

**Answer 3:** **ZenWorks:** The tool offered shall be able to link to the ZenWorks database to obtain e.g. configuration details of notebooks, desktops and screens, like how much memory is installed what software is installed, down to serial numbers.

**Oracle Assets Module:** The tool offered shall be configured to retrieve asset information including the assignment to users and to be able to transpose this information into the tool's own CMDB, i.e. user xyz owns desktop abc and has serial number 123...

**Oracle EBS HR Module:** Since the tool offered will be used to support Oracle EBS users it is necessary to import the users and their roles from this Oracle module. This can either be retrieved from the Oracle EBS module directly or from the Oracle HR module (both part of the Oracle ERP solution we use).

**Question 4:** CMDB Database integration - Does that mean OSCE is having its own CMDB in place? Please provide the details.

**Answer 4:** No we don't have one.

**Question 5:** Are you looking for new ITIL v2 based Implementation and support or only support for existing ITIL processes?

**Answer 5:** A tool for the existing ITIL processes with as little as possible of modification.

**Question 6:** Will you provide existing training manual or documentation related to the existing helpdesk?

**Answer 6:** This shall be part of the package offered, via training and/or documentation.

**Question 7:** How reports are generated at present? What types of reports are required?

**Answer 7:** Nothing special, rather the typical business requirements like KPIs on average time to resolve tickets, time spent per ticket, tickets by service area, number of tickets per severity level and so on.

**Question 8:** Can we have the list of existing bugs and issues in the existing environment?

**Answer 8:** NO, but RT has weak reporting and is limited to incidents. iSupport is not agent/user friendly

**Question 9:** Any notifications to be sent to your staff using Helpdesk? If so please provide the details.

**Answer 9:** Information about ticket status and information and instructions.

**Question 10:** What would you regard as the Key performance Indicators for the services you currently manage?

**Answer 10:** Typical business KPIs in this area of service tools, e.g. (for example but not limited to) percentage of tickets completed in 4 hours, 1 day and 1 week; per agent/user, per module. Please specify in your proposal what your tool can deliver.

**Question 11:** Support hotline accesses on 24 hours seven days a week (27x7), means “are you looking for ON Call Support”? Please advise.

**Answer 11:** Yes

**Question 12:** Please mention the details of period of support model and structure you are looking at.

**Answer 12:** Annual Support.

**Question 13:** What item of Balance (EUR; end of period) needs to be provided by the vendor?

**Answer 13:** Please specify your company’s end of year balance as stated in the financial report. This requirement is used to satisfy the OSCE that the contractor is financially sound in accordance with Article 2.2 of the Instructions to Bidders.

**Question 14:** The number of agents is specified as 30+5 agents, however, as most IT Helpdesk Tools are licensed by concurrent users, can you please also give an estimate for the number of concurrent users for the calculation?

**Answer 14:** Service & Support staff (~8) will be logged in all the time. Infrastructure Operations staff (~10) will be logged in 75% of the time. Management, Information Management and Information systems staff (~18) will be logged in 50% of the time.

**Question 15:** In the Price Schedule you ask for annual maintenance costs. For how many years must this be?

**Answer 15:** There is a maximum of 5 years until contract renegotiation or re-tender, however contractual commitments can only be made for single calendar years at a time due to the Organization's budget structure.

**Question 16:** Regarding the maintenance costs: is it possible to offer more than one year maintenance at once. Normally, it is the most cost efficient model to buy for example three years maintenance at once.

**Answer 16:** No this option is not possible for OSCE see answer to point 18.

**Question 17:** In the schedule of requirements, a two months due diligence period is specified. Due to the fact that the application offered will be a Web-Application and that we will offer a specially customised product we ask for the possibility of a remote test. The web application will have exactly the same features as if installed locally and we will of course offer on-site support, but it would not be necessary to give the whole application to the customer. A remote test will decrease complexity on both sides.

**Answer 17:** Assuming the speed is acceptable this is certainly possible. Please specify the bandwidth requirements in your proposal.

**Question 18:** Kindly provide a clarification on following requirement (ITB Page 21):

"Pausing annual maintenance for some time (years) must be possible."

Please specify the maintenance pausing periodicity and duration, and provide any other information you might have on that issue.

**Answer 18:** The rationale for this is that the Organization's budget is renegotiated and approved annually, however it can occur that the budget for a particular year is not approved until sometime later in the year. In such circumstances, the OSCE is not authorised to place orders for the full year until the budget is approved, and this can cause problems with software maintenance providers who require payment for the full year's maintenance within a certain time period of the previous maintenance expiry, else reinstatement fees are payable. The OSCE is requesting that this requirement be waived, and that the order for the full year's maintenance can be sent to the supplier at any time during that year, backdated to the beginning of the year, without any interruptions to the services or reinstatement fees applied. If this is unacceptable to the vendor, then an alternative of quarterly pro-rated maintenance payments can be arranged. Please indicate your preference in your offer.